

Quick Hit	Contractor Actions	Target Date	DOE Actions	Outcomes	Funding*
Enterprise Systems Management Pilot (CIO and MA)	<ul style="list-style-type: none"> Plan integration Implement pilot framework (Tivoli) <ul style="list-style-type: none"> Asset Management Software distribution Remote Control Network admin (LAN, backbone) 	Plan - 11/99 Pilot - 1/00	<ul style="list-style-type: none"> Policies Partner on tech solution Realign resources 	<ul style="list-style-type: none"> Asset management efficiencies <ul style="list-style-type: none"> License management Version control Reduce desktop visits Improve acquisition(HW,SW) Streamline problem resolution Improve consistency 	No spike for pilot SW Potential spike for HW
Centralized HelpDesk & Tools	One Tier 1 (inc. applications) Two Tier 2 (FORS, GTN)	Plan - 11/99 Impl.- 1/00	<ul style="list-style-type: none"> Policies Communicate to users Realign resources Facility impact, modifications 	<ul style="list-style-type: none"> Streamline problem resolution Reduce operation costs Improve common knowledge base 	Spike for ACD Spike for Facility mods Reduced O&M over time
	One Tier 3 (common functions)	Plan - 1/00 Impl - 6/00			
	Plan/consolidate/install Train HelpDesk and users Tools: <ul style="list-style-type: none"> ACD automated call distribution Applix Remote control SW, HW (Tivoli) 	Applix - 30 days			
Service Level Agreements (SLAs)	Create - coordinate - review as needed <ul style="list-style-type: none"> Team with customer SLA per functional service (E:mail, HelpDesk, enterprise management) 	Drafts - 11/99	<ul style="list-style-type: none"> Policies Review existing SLAs Metrics development Partner with contractors Incentivise performance 	<ul style="list-style-type: none"> Consistent parameters by function Measurable criteria Reduced cycle time Performance credits/penalties 	(None)
Configuration Management	<ul style="list-style-type: none"> Draft Configuration Management Plan Coordinate with Configuration Management Control Board (CMCB) 	Plan - 11/99	<ul style="list-style-type: none"> Policies Establish central CMCB with dedicated staff 	<ul style="list-style-type: none"> Improve accountability Manage IT resources Plan infrastructure changes Increase interoperability <ul style="list-style-type: none"> Applications Data access Infrastructure impacts Reduce risk Reduce support costs Reduce duplication 	Staffing costs

* Note: Funding and Fee for Services needs to address due to mix of WCF, non-WCF and program funds

Quick Hit	Contractor Actions	Target Date	DOE Actions	Outcomes	Funding*
E:mail migration	<ul style="list-style-type: none"> Operate existing services Accelerate migrations Centralize Exchange and Notes <ul style="list-style-type: none"> share resources, servers 	Plan - 11/99 Impl - 1/00	<ul style="list-style-type: none"> Policies Facility impact “if” required <ul style="list-style-type: none"> space/HVAC/power Realign resources 	<ul style="list-style-type: none"> Personnel reallocation Shorten migration schedule Improve interoperability Reduce cycle time Improve responsiveness Improve physical security Improve data backup security 	No spike Decreased O&M over time Potentially avoided HW costs
Remote Access PAL/Citrix	Package common access solution	10/99	<ul style="list-style-type: none"> Policies Concur on tech support Realign resources 	<ul style="list-style-type: none"> Increase network assurance Eliminate multiple apps, interfaces Stabilize user training Improve common support 	HW, SW scalability spike
	Create migration strategy	11/99			
DHCP Centralized Services	Accelerate pilot (SC and MA)	10/99	<ul style="list-style-type: none"> Policies Terminate/replace existing services Establish dedicated staff (reallocate?) 	<ul style="list-style-type: none"> Improve reliability, robustness Simplify IP management Improve DNS problem resolution Reduce impact of changes Server reallocation 	Spike for SW
	Finalize HQ deployment plan	11/99			
	Integrate operational capability	1/00			

** Note: Funding and Fee for Services needs to address due to mix of WCF, non-WCF and program funds*